

Interpersonal Skills for the Leadership Role

COURSE NUMBER 14033

For information about this course, contact:
FAA Program Manager: Shepherd Curl
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DESCRIPTION AND LEARNING STRATEGY

This course is a student-centered, workplace-oriented, correspondence course in interpersonal skills. It encompasses key aspects of interpersonal skills most pertinent to the leadership role. This course addresses the changing nature of work environments and the leadership function; maintaining objectivity in daily interactions; communicating expectations; listening, giving, and receiving feedback; coaching; managing conflict; and self-assessment of interpersonal skills for the formulation of a skill development plan.

Specific modules include:

- The Changing Role of Leadership
- Basic Labor Relations: Statute
- Effective Communication
- Coaching Skills
- Managing Interpersonal Conflict
- Leadership Action Plan

The course uses active learning techniques and on-the-job application. Learners will use self-reporting, observation, data collection, interviewing, critical analysis, and self-testing techniques.

OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Acquire background and rationale for practicing effective interpersonal behaviors when in a leadership position.
- Acquire fundamental knowledge and techniques for effective interpersonal interaction.

CLASS SIZE

Individual, self-paced

LENGTH 48 hours

LOCATION

Employee work site
or home

WHO SHOULD ATTEND

Employees who have a need to improve interpersonal skills essential to FAA leadership

ENROLLMENT

Access the enrollment system at
<https://www.academy.jccbi.gov/ama310c/default.asp>.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Frontline Manager
Course-Phase 2:
Managing for Results
([FAA01288](#))
Leadership Development
and Labor Relations
([FAA01183](#))